

I. SUMMARY

Some Pylontech US & Force LI & L2 Series batteries will trigger a high-voltage alarm when connected to a Victron GX device (Venus, Color Control or Cerbo) through the CAN bus.

This scenario may happen under normal condition of operation when the batteries are relatively new and may be slightly out of balance.

The GX device may display the message “Pylontech Battery Alarm – High voltage” followed by an audible alarm.



2. CAUSE

The cause of this issue is a slight imbalance between the new batteries, which will trigger the high-voltage alarm. This may rectify itself over several days.

3. SOLUTION

Pylontech Technical support has advised the following solution:

1. If you are using a Victron charger/inverter (Multiplus, Quattro) with VE.CAN interface, change the settings of the Victron GX device as explained in the section “Limiting charging voltage on DVCC” below

4. APPENDIX – VICTRON SETTING INSTRUCTIONS

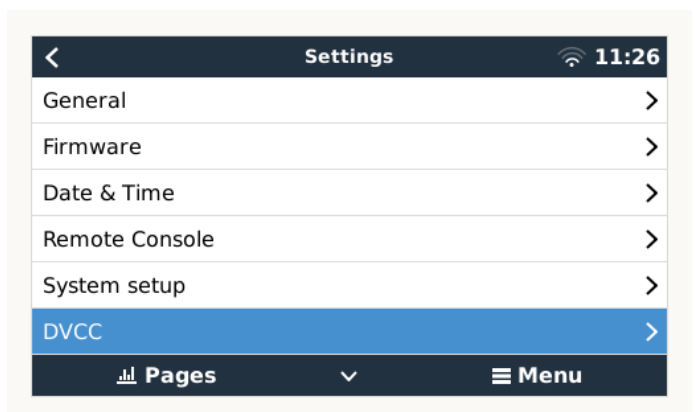
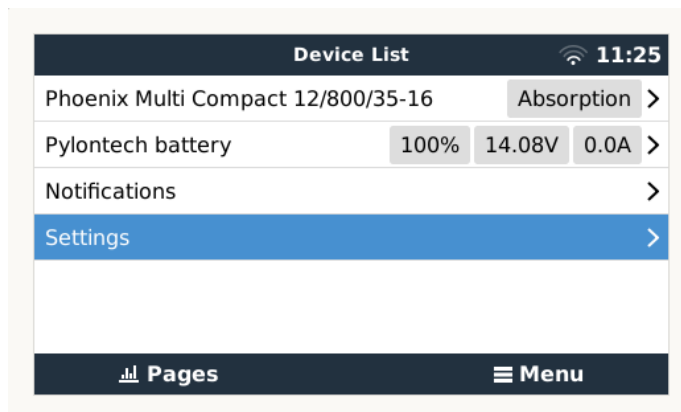
These instructions are provided to help customers to change the settings of their Victron device/s when using the Pylontech US and Force LI & L2 Series battery only.

When in doubt, please contact the Engineering Department of MI for assistance

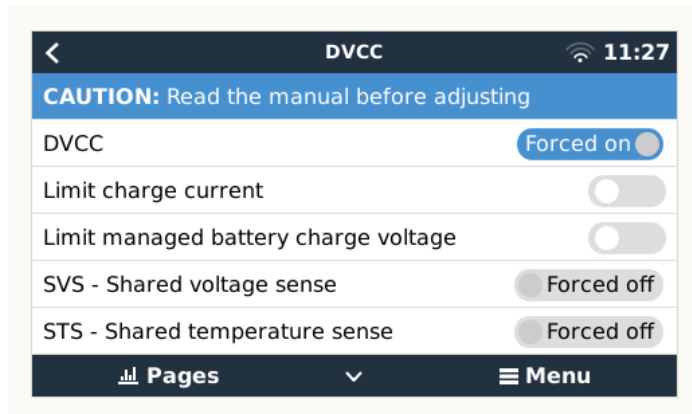
A. LIMITING CHARGING VOLTAGE ON DVCC

Note: Follow these steps on the GX display (Color Control / GX Touch) or on the Remote Console of VRM.

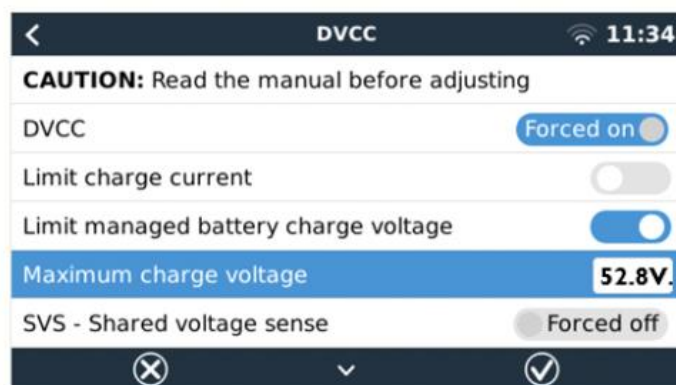
Step 1: Go to Settings -> DVCC



Step 2: Make sure the DVCC setting is “Forced on”



Step 3: Enable “Limit managed battery charge voltage” and set up the “Maximum charge voltage” to **52.8V**. Keep increasing that value in 0.1V steps every few days until it reaches 53.2V. At that point, the Limit managed charge voltage should be disabled and let the batteries control the parameter by itself.



Step 4: Press Enter (central button) to execute the changes and go back to the home page.